Shared Citrix Hosting

Product Summary

ITS owns and operates a shared Terminal Server/Citrix Metaframe Presentations environment in the Salt Lake City data center. This shared environment runs on set of load-balanced Windows 2000 Servers. This service provides managed applications from a central location.

Product Features

Basic Features		
Service Description		
Manage Applications from a Central Location	▪	Applications are only installed and maintained in a limited number of places. This allows for quick and easy updates and changes.
Accessible from Anywhere	▪	Applications can be accessed anywhere there is a connection to the State WAN or the Internet.
Redundant Servers	▪	The server farm uses two servers to allow for load balancing and server maintenance.

Product Benefits

Shared Citrix Hosting – Benefits
Reduce the cost of application administration for provisioning client applications on individual workstations.
Secure web access with encryption over any connection.
Housed in a Tier 3 data center in Salt Lake City.
End users can remotely connect to Windows-based applications through non-Windows platforms (i.e. Linux, Mac, etc.)
The Citrix environment is monitored 24 X 7 X 365.
ITS Citrix servers are high-end multi-processor machines, providing excellent performance.
Access to applications can be provided via web links.
Windows 2000 critical patches will be automatically applied as soon as they are released by Microsoft.
Agencies do not have to purchase their own Citrix hardware and software.

Shared Citrix Hosting – Description of Services

Shared Citrix Services provides customers with an option to deploy applications in a central location and to eliminate personnel from configuring applications in many locations on individual PCs.

Applications must have internal security. The Citrix server will use anonymous accounts for access.

This product does not provide for the storage of any application or user data local to the Citrix server, nor can files be stored on network drives that are mapped on the end-user's system. However, data can be saved on the local PC (if the PC is running Windows 2000 or higher) through drive mappings that are automatically set up by Citrix when the end-user connects to the Citrix server.

ITS Responsibilities

ITS owns and operates the Shared Citrix environment. Customers that participate in this environment are relieved from having to purchase and maintain server equipment.

ITS is responsible for Operating System and Citrix software licensing.

ITS provides all administration duties for Shared Citrix Environment.

- Installation of Operating System and Citrix Software
- Installation of patches and upgrades
- Application installation and deployment
- System Monitoring
- System troubleshooting/issue resolution

ITS will follow the established change management process for all patches and upgrades to the Citrix environment. (See the published ITS change management procedures.)

Customer Responsibilities

The customer is responsible for:

- All software license costs associated with their application.
- Costs associated with upgrades to their application.
- Proof of licensure for agency applications.
- Ensuring that customer applications are compatible with Operating System and Citrix upgrades and patches,
- Providing Terminal Server Client Access Licenses or ensuring the client has a desktop Operating System at Windows 2000 or above. [1]
- Provide physical copies of applications to be installed.
- Allow for reasonable time for installation and deployment of new applications.

ITS Customer Support

Problem resolution by ITS staff, agency staff and vendors is managed and coordinated by the ITS Customer Support Center. The following parameters govern ITS efforts to resolve technical problems:

ITS Customer Support
Problem priority is based on defined criteria for the importance of the system affected, the severity of system degradation, and the number of affected users.
Problems can be submitted 24x7 by telephone, Internet or on-line chat.
Internet submissions are monitored during business hours (M-F 7:30 a.m. to 5:30 p.m.).

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[1] Windows 2000 Server will allow remote PCs to connect for a grace period of 90 days without proper licensing. After 90 days the user will be blocked from access until licenses are obtained.

ITS Customer Support
Time to Initial Response targets for submitted problems are two business hours for low and medium priorities, one clock hour for high priorities, and thirty clock minutes for urgent priorities.
Total Time to Resolution targets for problems are twelve business hours for low priorities, ten business hours for medium priorities, six clock hours for high priorities, and two clock hours for urgent priorities.
Performance against Initial Response and Resolution targets is measured regularly.
Customer satisfaction is measured regularly.
Service outages are analyzed to determine root causes and to indicate future preventative measures.

Product Rate

At this time all charges associated with Shared Citrix Hosting are based on Special Billing Agreements (SBAs).

When the Internal Service Fund Rate Committee approves a rate, customers being charged via SBA will be converted to the approved rate according to rules established by the Rate Committee.

Provisioning of Shared Citrix Hosting

Any State agency interested in purchasing Shared Citrix Hosting should contact their assigned ITS Customer Relationship Manager (CRM) or contact the ITS Help Desk at (800) 678-3440 or (801) 538-3440. The provisioning includes these steps:

1. The customer agency contacts the agency's assigned CRM or the Help Desk.
2. ITS arranges for a needs assessment meeting between the customer agency and ITS.
3. The customer agency and ITS discuss the software applications to be supported and any associated issues.
4. If Shared Citrix Hosting meets the customer's needs, the customer provides the required software to ITS, billing information, and any special instructions.
5. An SBA will be created.
6. ITS sets up the agencies Citrix environment.
7. Service begins on an agreed upon date.

Product Agreement

ITS and the Customer agree that this Product Description together with an SBA constitute a binding agreement between both parties for the Product and related services required by the Customer. This Agreement remains in effect according to the terms specified in the SBA.